Amendments to the Claims:
This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 1-5, 8, 20-25, 27, 38-41, and 44 as follows.

Listing of Claims:

1   1. **(Currently amended)** A work-management method
2 comprising:
3   for a future point in time ~~and each one of a plurality of~~
4 ~~resources~~, determining a probability of availability of ~~the one~~ each
5 resource of a plurality of resources at said future point in time;
6   combining together the determined probabilities of availability of
7 the plurality of resources to obtain a number that is a result of the
8 combining; and
9   using the number to schedule new tasks for the resources for
10 the future point in time.

1   2. **(Currently amended)** The method of claim 1 wherein:
2   using the number to schedule new tasks comprises
3   scheduling for the future point in time no more than the number
4 of the new tasks to become available for servicing by the plurality of the
5 resources.

1   3. **(Currently amended)** The method of claim 2 wherein:
2   combining together the determined probabilities comprises
3   summing the probabilities to obtain the number.

1   4. **(Currently amended)** The method of claim 1 wherein:
2   determining a probability of availability of each resource
3 comprises

4   ~~for each of the resources,~~ determining an amount of time *t* that

5   ~~the~~ each resource of the plurality of resources has been servicing a task

6   by now;

7   for each of the resources, determining a probability *F(t+h)* of

8   the resource servicing its task to completion within a total amount of time

9   *t+h*, where h is an amount of time;

10   for each of the resources, determining a probability *F(t)* of the

11   resource completing servicing its task by now; and

12   for each of the resources, determining a probability *P* that the

13   resource will complete servicing its task at the future point in time the

14   amount of time h from now as $\dfrac{F(t+h) - F(t)}{1 - F(t)}$.

1   **5. (Currently amended)** The method of claim 4 in a call

2   center wherein:

3   the new tasks comprise calls; and

4   using the number to schedule new tasks comprises

5   in response to *P*, determining whether or not to initiate or

6   cancel an outbound call.

1   **6. (Previously presented)** A work-management method

2   comprising:

3   determining an amount of time *t* that a resource has been

4   servicing a task by now;

5   determining a probability *F(t+h)* of the resource servicing the

6   task to completion within a total amount of time *t+h*, where h is an amount

7   of time;

8   determining a probability *F(t)* of the resource completing

9   servicing the task by now;

10   determining a probability *P* that the resource will complete

11   servicing the task within the amount of time *h* from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$;

12   and

13   in response to *P*, scheduling another task for servicing.

1   **7. (Original)** The method of claim 6 wherein:

2   scheduling comprises

3   in response to *P*, determining whether or not to initiate said

4   another task.

1   **8. (Currently amended)** The method of claim 6 in a call

2   center wherein:

3   the new tasks comprise calls; and

4   scheduling comprises

5   in response to *P*, determining whether or not to initiate an

6   outbound call.

1   **9. (Original)** The method of claim 6 further comprising:

2   performing the determining steps for a plurality of resources,

3   and

4   determining a number of the resources that will likely have

5   completed servicing their respective tasks within the amount of time h

6   from now as a sum of the probabilities *P* determined for individual ones of

7   the plurality of resources; wherein

8   scheduling comprises

9   in response to determining the number of the resources,

10   scheduling new tasks for servicing.

1   **10. (Original)** The method of claim 9 wherein:

2   scheduling tasks for servicing comprises scheduling no more

3   than the number of the tasks for servicing.

1   11. **(Original)** The method of claim 6 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics, and

4   from the obtained statistics determining the probability $F(t+h)$;

5   and

6   determining a probability $F(t)$ comprises

7   from the obtained statistics determining the probability $F(t)$.

1   12. **(Original)** The method of claim 11 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4   resources on servicing tasks to completion.

1   13. **(Original)** The method of claim 6 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics,

4   fitting the task-completion statistics into a lifetime closed-form

5   cumulative-probability distribution to determine parameters of the

6   distribution, and

7   evaluating the distribution with the determined parameters and

8   the total amount of time $t+h$ to obtain $F(t+h)$; and

9   determining a probability $F(t)$ comprises

10   evaluating the distribution with the determined parameters and

11   the amount of time t to obtain $F(t)$.

1   14. **(Original)** The method of claim 13 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4   resources on servicing tasks to completion;

5   the cumulative-probability distribution F comprises a Weibull

6   distribution; and

7   the parameters comprise a dispersion parameter and a

8   parameter of central tendency.

1   15. **(Original)** The method of claim 6 wherein:

2   determining an amount of time t comprises

3   determining the amount of time t that the resource has been

4   servicing a task of one of a plurality of different types of tasks; and

5   determining historical task-completion statistics comprises

6   determining the historical task-completion statistics for the one

7   type of tasks.

1   16. **(Original)** The method of claim 6 wherein:

2   scheduling another task comprises

3   in response to P initiating preparation of a task that may require

4   servicing by an agent at a later time.

1   17. **(Original)** The method of claim 6 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining a historical histogram for task completion, and

4   evaluating a cumulative said probability with the obtained

5   histogram for the total amount of time $t+h$ to obtain $F(t+h)$; and

6   determining a probability $F(t)$ comprises

7   evaluating the cumulative probability with the obtained

8   histogram for the amount of time t to obtain $F(t)$.

1   18. **(Original)** The method of claim 6 wherein:

2   scheduling comprises

3   in response to P, canceling preparation of a task that could

4 require servicing by a resource.

1   19. **(Canceled)**

1   20. **(Currently amended)** A computer-readable medium

2 containing instructions which, when executed in a computer, cause the

3 computer to perform the steps of:

4   for a future point in time ~~and each one of a plurality of~~

5 ~~resources~~, determining a probability of availability of ~~the one~~ each

6 resource of a plurality of resources at said future point in time;

7   combining together the determined probabilities of availability of

8 the plurality of resources to obtain a number that is a result of the

9 combining; and

10   using the number to schedule new tasks for the resources for

11 the future point in time.

1   21. **(Currently amended)** A work-management apparatus

2 comprising:

3   computer means for determining, for a future point in time ~~and~~

4 ~~each one of a plurality of resources~~, a probability of availability of ~~the one~~

5 each resource of a plurality of resources at said future point in time;

6   computer means cooperative with the determining means for

7 combining together the determined probabilities of availability of the

8 plurality of resources to obtain a number that is a result of the combining;

9 and

10   means cooperative with the ~~combining~~ means for combining

11 the determined probabilities, for scheduling for the future point in time no

12   more than the number of new tasks for servicing by the plurality of the

13   resources.

1   22. **(Currently amended)** A work-management apparatus

2   comprising:

3   means for determining an amount of time *t* that a resource has

4   been servicing a task by now;

5   computer means cooperative with the time-determining means

6   for determining a probability *F(t+h)* of the resource servicing the task to

7   completion within a total amount of time *t+h*, where h is an amount of time;

8   computer means cooperative with the time-determining means

9   for determining a probability *F(t)* of the resource completing servicing the

10   task by now;

11   computer means cooperative with both of the probability-

12   determining means for determining a probability *P* that the resource will

13   complete servicing the task within the amount of time h from now as

14    $\dfrac{F(t+h) - F(t)}{1 - F(t)}$; and

15   means cooperative with the P-determining means and

16   responsive to P for scheduling another task for servicing.

1   23. **(Currently amended)** The apparatus of claim 21 wherein:

2   the means for combining together the determined probabilities

3   comprise

4   means for summing the probabilities to obtain the number.

1   24. **(Currently amended)** The apparatus of claim 21 wherein:

2   the means for determining a probability of availability of each

3   resource comprise

4   means for determining, for each <u>resource</u> of the <u>plurality of</u>

5   resources, an amount of time t that the resource has been servicing a task

6   by now;

7   means for determining, for each <u>resource</u> of the <u>plurality of</u>

8   resources, a probability $F(t+h)$ of the resource servicing its task to

9   completion within a total amount of time $t+h$, where h is an amount of time;

10   means for determining, for each <u>resource</u> of the <u>plurality of</u>

11   resources, a probability $F(t)$ of the resource completing servicing its task

12   by now; and

13   means for determining, for each <u>resource</u> of the <u>plurality of</u>

14   resources, a probability P that the resource will complete servicing its task

15   at the future point in time the amount of time h from now as

16
$$\frac{F(t+h)-F(t)}{1-F(t)}.$$

1   25. **(Currently amended)** The apparatus of claim ~~25~~<u>21</u> in a

2   call center wherein:

3   <u>the new</u> tasks comprise calls; and

4   the means for scheduling comprise

5   means responsive to P, for determining whether or not to

6   initiate or cancel an outbound call.

1   26. **(Previously presented)** The apparatus of claim 22

2   wherein:

3   the means for scheduling comprise

4   means responsive to P, for determining whether or not to

5   initiate said another task.

1   27. **(Currently amended)** The apparatus of claim 22 in a call

2   center wherein:

3   the new tasks comprise calls; and

4   the means for scheduling comprise

5   means responsive to P, for determining whether or not to

6 initiate an outbound call.

1   28. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for determining an amount of time t comprise

4   means for determining the amount of time t for each of a

5 plurality of resources;

6   the means for determining a probability $F\,(t+h)$ comprise

7   means for determining the probability $F\,(t+h)$ for each of the

8 plurality of resources;

9   the means for determining a probability $F(t)$ comprise

10   means for determining the probability $F(t)$ for each of the

11 plurality of resources, and

12   means for determining a number of the plurality of resources

13 that will likely have completed servicing their respective tasks within the

14 amount of time h from now as a sum of the probabilities P determined for

15 individual ones of the plurality of resources; and

16   the means for scheduling comprise

17   means responsive to determining the number of the resources,

18 for scheduling new tasks for servicing.

1   29. **(Previously presented)** The apparatus of claim 28

2 wherein:

3   the means for scheduling comprise

4   means for scheduling no more than the number of the tasks for

5 servicing.

1   30. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for determining a probability $F(t+h)$ comprise

4   means for obtaining historical task-completion statistics, and

5   means for determining the probability $F(t+h)$ from the obtained

6 statistics; and

7   the means for determining a probability $F(t)$ comprise

8   means for determining the probability $F(t)$ from the obtained

9 statistics.

1   31. **(Previously presented)** The apparatus of claim 30

2 wherein:

3   the means for obtaining historical task-completion statistics

4 comprise

5   means for obtaining a mean and a variance of time historically

6 spent by resources on servicing tasks to completion.

1   32. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for determining a probability $F(t+h)$ comprise

4   means for obtaining historical task-completion statistics,

5   means for fitting the task-completion statistics into a lifetime

6 closed-form cumulative-probability distribution to determine parameters of

7 the distribution, and

8   means for evaluating the distribution with the determined

9 parameters and the total amount of time $t+h$ to obtain $F(t+h)$; and

10   the means for determining a probability $F(t)$ comprise

11   means for evaluating the distribution with the determined

12 parameters and the amount of time t to obtain $F(t)$.

1   33. **(Previously presented)** The apparatus of claim 32

2   wherein:

3   the means for obtaining historical task-completion statistics

4   comprise

5   means for obtaining a mean and a variance of time historically

6   spent by resources on servicing tasks to completion;

7   the cumulative-probability distribution F comprises a Weibull

8   distribution; and

9   the parameters comprise a dispersion parameter and a

10   parameter of central tendency.

1   34. **(Previously presented)** The apparatus of claim 22

2   wherein:

3   the means for determining an amount of time t comprise

4   means for determining the amount of time t that the resource

5   has been servicing a task of one of a plurality of different types of tasks;

6   and

7   the means for determining historical task-completion statistics

8   comprise

9   means for determining the historical task-completion statistics

10   for the one type of tasks.

1   35. **(Previously presented)** The apparatus of claim 22

2   wherein:

3   the means for scheduling another task comprise

4   means responsive to P for initiating preparation of a task that

5   may require servicing by an agent at a later time.

1   36. **(Previously presented)** The apparatus of claim 22

2   wherein:

3   the means for determining a probability $F(t+h)$ comprise

4   means for obtaining a historical histogram for task completion,

5 and

6   means for evaluating a cumulative said probability with the

7 obtained histogram for the total amount of time $t+h$ to obtain $F(t+h)$; and

8   the means for determining a probability $F(t)$ comprise

9   means for evaluating the cumulative probability with the

10 obtained histogram for the amount of time t to obtain $F(t)$.

1   37. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for scheduling comprise

4   means responsive to P, for canceling preparation of a task that

5 could require servicing by a resource.

1   38. **(Currently amended)** The medium of claim 20 wherein:

2   using the number to schedule new tasks comprises

3   scheduling for the future point in time no more than the number

4 of the new tasks to become available for servicing by the plurality of the

5 resources.

1   39. **(Currently amended)** The medium of claim 38 wherein:

2   combining together the determined probabilities comprises

3   summing the probabilities to obtain the number.

1   40. **(Currently amended)** The medium of claim 20 wherein:

2   determining a probability of availability of each resource

3 comprises

4   for each resource of the plurality of resources, determining an

5 amount of time t that the resource has been servicing a task by now;

6   for each <u>resource</u> of the <u>plurality of</u> resources, determining a

7   probability $F(t+h)$ of the resource servicing its task to completion within a

8   total amount of time $t+h$, where h is an amount of time;

9   for each <u>resource</u> of the <u>plurality of</u> resources, determining a

10   probability $F(t)$ of the resource completing servicing its task by now; and

11   for each <u>resource</u> of the <u>plurality of</u> resources, determining a

12   probability P that the resource will complete servicing its task at the future

13   point in time the amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$.

1   **41. (Currently amended)** The method of claim 40 for a call

2   center wherein:

3   <u>the new</u> tasks comprise calls; and

4   using <u>the number to schedule new tasks</u> comprises

5   in response to P, determining whether or not to initiate or

6   cancel an outbound call.

1   **42. (Previously presented)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform the steps of:

4   determining an amount of time t that a resource has been

5   servicing a task by now;

6   determining a probability $F(t+h)$ of the resource servicing the

7   task to completion within a total amount of time $t+h$, where h is an amount

8   of time;

9   determining a probability $F(t)$ of the resource completing

10   servicing the task by now;

11   determining a probability P that the resource will complete

12   servicing the task within the amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$;

13   and

14   in response to P, scheduling another task for servicing.

1   **43. (Previously presented)** The method of claim 42 wherein:

2   scheduling comprises

3   in response to P, determining whether or not to initiate said

4   another task.

1   **44. (Currently amended)** The medium of claim 42 for a call

2   center wherein:

3   the new tasks comprise calls; and

4   scheduling comprises

5   in response to P, determining whether or not to initiate an

6   outbound call.

1   **45. (Previously presented)** The medium of claim 42 further

2   comprising instructions which, when executed in the computer, cause the

3   computer to perform the steps of:

4   performing the determining steps for a plurality of resources,

5   and

6   determining a number of the resources that will likely have

7   completed servicing their respective tasks within the amount of time h

8   from now as a sum of the probabilities P determined for individual ones of

9   the plurality of resources; wherein

10   scheduling comprises

11   in response to determining the number of the resources,

12   scheduling new tasks for servicing.

1   **46. (Previously presented)** The medium of claim 45 wherein:

2   scheduling tasks for servicing comprises scheduling no more

3 than the number of the tasks for servicing.

1   **47. (Previously presented)** The medium of claim 42 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics, and

4   from the obtained statistics determining the probability $F(t+h)$;

5 and

6   determining a probability $F(t)$ comprises

7   from the obtained statistics determining the probability $F(t)$.

1   **48. (Previously presented)** The medium of claim 47 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4 resources on servicing tasks to completion.

1   **49. (Previously presented)** The medium of claim 42 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics,

4   fitting the task-completion statistics into a lifetime closed-form

5 cumulative-probability distribution to determine parameters of the

6 distribution, and

7   evaluating the distribution with the determined parameters and

8 the total amount of time $t+h$ to obtain $F(t+h)$; and

9   determining a probability $F(t)$ comprises

10   evaluating the distribution with the determined parameters and

11 the amount of time t to obtain $F(t)$.

1   **50. (Previously presented)** The medium of claim 49 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4   resources on servicing tasks to completion;

5   the cumulative-probability distribution F comprises a Weibull

6   distribution; and

7   the parameters comprise a dispersion parameter and a

8   parameter of central tendency.

1   51. **(Previously presented)** The method of claim 42 wherein:

2   determining an amount of time t comprises

3   determining the amount of time t that the resource has been

4   servicing a task of one of a plurality of different types of tasks; and

5   determining historical task-completion statistics comprises

6   determining the historical task-completion statistics for the one

7   type of tasks.

1   52. **(Previously presented)** The medium of claim 42 wherein:

2   scheduling another task comprises

3   in response to P initiating preparation of a task that may require

4   servicing by an agent at a later time.

1   53. **(Previously presented)** The medium of claim 42 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining a historical histogram for task completion, and

4   evaluating a cumulative said probability with the obtained

5   histogram for the total amount of time $t+h$ to obtain $F(t+h)$; and

6   determining a probability $F(t)$ comprises

7   evaluating the cumulative probability with the obtained

8   histogram for the amount of time t to obtain $F(t)$.

1   54. **(Previously presented)** The medium of claim 42 wherein:

2   scheduling comprises

3   in response to P, canceling preparation of a task that could require

4   servicing by a resource.